

PERS 80-1375

STATINTL	SPEED LETTER	REPLY REQUESTED		DATE
		X	YES	NO
		LETTER NO.		
		OLC 80-1442/1		

TO : [REDACTED]	FROM: [REDACTED]	STATINTL
ATTN: O/PPP&M	Office of Legislative Counsel	

STATINTL [REDACTED]

Attached is a copy of a letter from Representatives Benjamin A. Gilman and Elliott H. Levitas which you may have already seen. They are concerned with the manner in which Federal employees deal with the public. In this regard, they are suggesting that Government agencies submit to the Office of Personnel Management instances of courtesy and service by employees who can be rewarded within a new program of recognition.

It is probably not entirely necessary to respond to this letter, but we will leave that decision to the O/PPP&M depending on whether you feel the CIA will participate in this program.

Please let me know your decision by 30 June, if possible. Thank you for your help.

STATINTL

[REDACTED SIGNATURE]

REPLY	DATE
-------	------

[REDACTED]

SIGNATURE

RETURN TO ORIGINATOR

PERS 101375

OLL?

EXECUTIVE SECRETARIAT (O/DCI)

Routing Slip

TO:		ACTION	INFO	DATE	INITIAL
1	DCI				
2	DDCI				
3	DD/RM				
4	DD/NFA				
5	DD/CT				
6	DD/A				
7	DD/O				
8	DD/S&T				
9	GC				
10	LC	X			
11	IG				
12	Compt				
13	D/PA				
14	D/EEO				
15	D/Pers		X		
16	AO/DCI				
17	C/IPS				
18					
19					
20					
21					
22					
		SUSPENSE DATE:			

Remarks: To 10: You may want to tell them this is not our bag--other than to respond to inquiries re mission, etc. (PA) and job opportunities.

Executive Secretary
18 July 80

Date

STATINTL

Congress of the United States

PERS 80-1325

House of Representatives

Executive Registry
80-4799

Washington, D.C. 20515

July 3, 1980

Honorable Stansfield Turner
Director
Central Intelligence Agency
Washington, DC 20505

Dear Admiral Turner:

The manner in which Government personnel deal with the public and respond to their inquiries and interests leaves lasting impressions, either positive or negative. Because this is a matter of great concern to the President, the Congress, and to all our citizens, we believe that Federal personnel must be encouraged to make special efforts to provide exemplary and courteous service to the public.

Our desire to bring about improvement in Government employees' responsiveness prompted the provision in the Civil Service Reform Act of 1978 that permits performance standards to include the extent of courtesy employees demonstrate to the public. To reinforce this provision and to underscore the importance that the President and the Congress attach to this issue, we propose to establish a program of awards to recognize individuals and groups that provide exemplary and courteous service to the public. The Office of Personnel Management, which provides leadership to the effort to improve courtesy to the public throughout Government, is cooperating in this recognition program and will provide criteria and nominating procedures.

We ask that you bring to their attention instances of courtesy and service to the public that substantially exceed normal standards and reflect favorably upon your organization and the Government generally. Annually, the best contribution will receive recognition at the Office of Personnel Management's honor awards ceremony.

We can contribute substantially to improving the image of the Federal worker, as well as Government services to the public, if we encourage courtesy by recognizing and publicizing the contributions of those who provide exemplary services. We look forward to learning of contributions from members of your organization.

Sincerely yours,

Benjamin A. Gilman
Member of Congress

Elliott H. Levitas
Member of Congress

TO: (Name, office symbol, room number, building, Agency/Post)	Initials	Date
1. <i>D/Kers</i>		31 JUL 80
2. Chief, BSD	<i>CS</i>	31 Jul
3. <i>DC / BSD (info)</i>	<i>GMA</i>	7/31/80
4.		
5. <i>BSD Files</i>		

Action	File	Note and Return
Approval	For Clearance	Per Conversation
As Requested	For Correction	Prepare Reply
Circulate	For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

REMARKS

I see no action to take on this. If you agree, we'll so notify OLC.

OK

31 Jul 80: Notified [redacted] OLC, of above.
 To #2: Please retain in your files.

STATINTL

Helen

DO NOT use this form as a RECORD of approvals, concurrences, disposals, clearances, and similar actions

FROM: (Name, org. symbol, Agency/Post)	Room No.—Bldg.
	Phone No.